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### CELEBRATION

#### **Today is the first day of Public Service Recognition Week**

<http://www.theroundtable.org/psrw.html> Take a bow, government employees. You deserve it. If you live in the Washington, DC area, visit the National Mall May 5-8. More than 100 government agencies are sponsoring exhibits that show the great things you are doing to serve American citizens.

#### **What Steve Barr had to say in today's Federal Diary**

<http://www.washingtonpost.com/wp-dyn/content/article/2005/05/01/AR2005050101042.html>

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### REPORTS

#### **NEW Public Skepticism Threatening Government Performance: Public Service Recognition Week Celebrated Amid Challenges to Recruiting the Best and Brightest**

[http://www.ourpublicservice.org/pressroom/pressroom\\_show.htm?doc\\_id=275180](http://www.ourpublicservice.org/pressroom/pressroom_show.htm?doc_id=275180)

#### **Managing Federal Recruitment: Issues Insights, and Illustrations**

[http://www.mspb.gov/studies/rpt\\_managefedrecruit/index.html](http://www.mspb.gov/studies/rpt_managefedrecruit/index.html)  
[http://www.mspb.gov/studies/rpt\\_managefedrecruit/mangfedrecrt.pdf](http://www.mspb.gov/studies/rpt_managefedrecruit/mangfedrecrt.pdf)

#### **Managing Citizen-Centric Web Content**

<http://www.actgov.org/actiac/documents/pdf/050323WPManagingCitizenCentricWebContent.pdf>

This is a white paper released in March 2005 by the Industry Advisory Council eGovernment Shared Interest Group Best Practices Subcommittee.

#### **Becoming a Citizen-Centered Government Through Best Practices in Web Management**

<http://erg.usgs.gov/isb/pubs/ofrs/2004-1359/ofr2004-1359.pdf>

Kit Fuller, U.S. Geological Survey, has written this study in cooperation with the Performance Institute. The report is based on interviews with a large number of "best-in-Web" federal agencies.

### **Pew Internet Report on the Future of the Internet**

[http://www.pewinternet.org/PPF/r/145/report\\_display.asp](http://www.pewinternet.org/PPF/r/145/report_display.asp)

A wide-ranging survey of technology leaders, scholars, industry officials, and analysts finds that most Internet experts expect attacks on the network infrastructure in the coming decade as the internet becomes more embedded in everyday and commercial life.

### **GAO Report: 21st Century Challenges: Reexamining the Base of the Federal Government** ([GAO-05-325SP](#))

<http://www.gao.gov/21stcentury.html>

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## **BOOKS**

### ***Lion Taming: Working Successfully With Leaders, Bosses, and Other Tough Customers***

By Steven L. Katz

[www.liontaming.com](http://www.liontaming.com)

Lions are the people all around us with power, responsibilities, authority, vision and talent. Steve Katz says lions are never tame, but there are ways to deal with that. Katz explains how to establish presence, authenticity and credibility with our bosses or leaders. He says that lion taming is really lion teaming.

### **GovExec.com: *How the Way We Talk Can Change the Way We Work***

By Robert Kegan and Lisa Laskow Lahey

<http://www.fcg.gov/bookreview.html>

The authors introduce a new "technology" of seven "novel languages." The first four internal languages build a new mental machine for our own personal learning. We learn about our own immune system and how to transcend our dynamic equilibrium. The next three interpersonal languages help our own growth, but also aid us as leaders to enhance dramatically the learning in our organizations.

### **GovExec.com: *Governing By Network: The New Shape of the Public Sector***

By Stephen Goldsmith and William Eggers

<http://www.govexec.com/dailyfed/1104/112904k1.htm>

A new book by two government reform experts urges agency leaders to adopt a new management style, one that focuses on relationships with people outside their own departments, including private contractors, nonprofit partners and other government agencies.

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## **PARTNERSHIPS**

### **USA Services and the Federal Consulting Group**

GSA's USA Services [www.usaservices.gov](http://www.usaservices.gov) and Treasury's Federal Consulting Group [www.fcg.gov](http://www.fcg.gov) are collaborating to provide additional services to assist federal agencies with outsourcing, changing contractors, moving call or support centers, customer satisfaction and similar requirements. FCG's role is delivering services such as assessments, statements of work, and customer satisfaction measures before or after the services provided through FirstContact, GSA's new contract vehicle for multi-channel contact center services.

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## TRAINING

### **May 16-18: EPA Science Forum 2005: Collaborative Science for Environmental Solutions, Washington, DC, No fee**

<http://www.epa.gov/ord/scienceforum>

This event brings top scientists and policy-makers together to explore how collaborative science and research are leading the effort to better understand environmental challenges, and provide effective tools for helping the EPA meet its mission: protecting human health and safeguarding the natural environment.

### **May 25-26: Government IT Security Summit, Arlington, VA**

<http://www.performancweb.org/itsecurity/index.html> and

### **June 6-8: Project Management in Government, Arlington, VA**

[http://www.performancweb.org/CENTERS/Performance\\_Management/Events/P452/P452.htm](http://www.performancweb.org/CENTERS/Performance_Management/Events/P452/P452.htm)

For the two conferences above, contact Melvin Hall to register or for more information (703) 894-0481, (703)894-0482, [hall@performancweb.org](mailto:hall@performancweb.org)

### **July 25-26: Excellence in Government Conference, Washington, DC**

<http://www2.govexec.com/excelgoveast/>

40 training sessions in 8 tracks

**Latest confirmed speaker is Marcus Buckingham**, Best-Selling Author, *One Thing You Need to Know* and *First Break All the Rules* and *Now, Discover Your Strengths*. He's been called the "British boy wonder" and the "hottest star in the guru game."

**GovExec.com Training Calendar** <http://www.govexec.com/calendar/>

[You can find events on this calendar and you can add your events—all free.](#)

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## RESOURCES

### **NEW: Standards.gov**

Standards.gov [www.standards.gov](http://www.standards.gov) offers background materials, useful links, and search tools for locating information about the use of standards in government.

**The Federal Consulting Group Executive Coaching Guide  
Steps for a Successful Coaching Partnership**

[http://www.fcg.gov/coachingdocs/fcg\\_coaching\\_guide.doc](http://www.fcg.gov/coachingdocs/fcg_coaching_guide.doc)

**The Federal Communicators Network Resource Page**

<http://www.fcn.gov/resource/index.htm>

The page has more than a dozen new resources: training, organizations, books, and more.

**OPM's Awards Calendar**

<http://www.opm.gov/perform/articles/2001/AWDABC.asp>

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**Submit Your Training Events, Reports, Books and Resources**

Send an email to [pat.wood@ots.treas.gov](mailto:pat.wood@ots.treas.gov). We accept vendor events if they are co-sponsored by a government agency or if government employees help plan the training and/or appear on the program.